

Dear FCC Commissioners & Staff:

I am a broadband user writing to you on behalf of the proposal to allow telephone companies to shut out other ISPs from providing broadband access on their lines.

I use a local ISP for my broadband internet access. One of the main reasons I stuck with them when I upgraded from a dial-up was to keep my current email address. More importantly however was their customer service. If I ever suspect the phone company to be at fault for any connectivity problems (bad wind storm, lights on DSL modem not lit up) I call them up to ask for help. I tend to wait several minutes on hold and often times get bad advice. The only thing I do in these cases is wait for my service to work again. However, when I suspect problems with my own computer (improper software setup, new hub hardware) I call the local ISP. Instantly, I can talk to someone who is highly knowledgeable about the problem. They have also quickly responded to my request for an additional IP address when I purchased a new computer. They have been able to fix my problems any time.

I also enjoy the fact that my local ISP is a much smaller company that cares more about their customers. I feel that I can continue to get great service from them since they are a much more manageable company.

Thirdly, I also believe that the smaller ISPs allow for more competition on the market. This drives prices down which anybody can see as being important. By shutting these other companies out, the telephone company would have a monopoly on DSL access in the area. This would likely cause rates to go up twenty or thirty bucks a month. Anyone can plainly see that this is a big problem in any market.

On a more technical note, I also like that I get a static IP address through my local ISP while the telephone company would give me a dynamic address. While I don't currently run a web server, I am happy to know that I have the ability to do so with my static IP addresses. Furthermore, my ISP provides a mailblock system to prevent spam email which the telephone company's service does not provide.

Please reconsider the thought of shutting these local ISPs out. In this computer age, we should strive to work towards INCREASING internet access throughout America. By removing ISPs from the market, rates would increase and people would depend on the worse customer service provided by big telephone companies. In essence, you would be decreasing internet access through this proposal. You can also consider that causing ISPs to go out of business would mean a loss of jobs in these areas.

Sincerely,

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